

# Customer Bill of Rights

Development Services staff is pleased to work with you on your development projects. We strive for an atmosphere of mutual respect, courtesy and accountability on both sides of the table.



## YOU HAVE THE RIGHT...

1



to make an appointment and receive prompt, courteous service by staff members who are concerned about your time and costs.

2



to receive the names of the Development Services staff who are serving you.

3



to receive a response by the next business day, when you leave a phone message requesting information from a staff member.

4



to receive a return phone call from your inspector by 10 a.m., when a message is left before 7:45 a.m.

5



to a second opinion and may always speak to a supervisor.

6



to receive information about the service you need and information explaining how to access that service.

7



to an itemization of charges for your project and accountability for those charges.

8



to a written interpretation of regulations through our preliminary review process.

9



to equitable access of department information and services.

10



to an explanation of the purpose, when we request information from you.

11



to reliable and confidential ways to express your concerns and suggestions. We will listen and be responsive to your concerns.

### THE DEVELOPMENT SERVICES CUSTOMER SERVICE COMMITMENT

*"We value and respect our customers. We are dedicated to providing you professional, caring, and timely service."*